

Beginning Billing Workshop

Secure Web Portal 837P

Colorado Medicaid
2015



COLORADO

Department of Health Care
Policy & Financing



Centers for
Medicare &
Medicaid
Services



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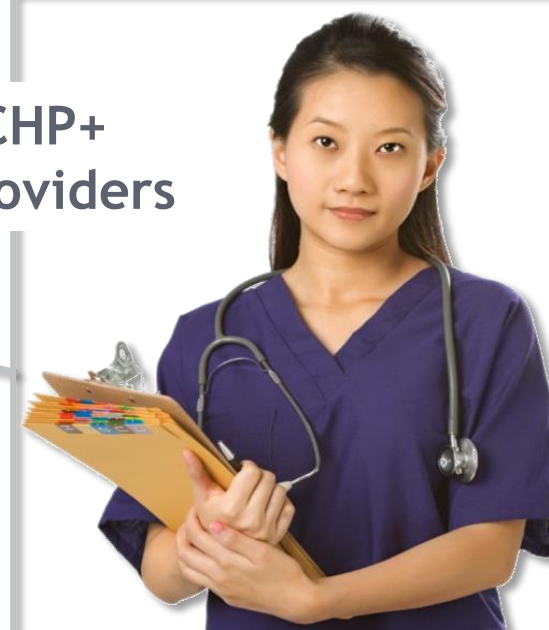


Medicaid



Xerox State
Healthcare

Medicaid/CHP+
Medical Providers



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Training Objectives

- Web Portal
 - Basic overview and functions
 - Maintaining user, provider and member data
- User access and roles
- Eligibility verification and response
- 837P (Professional) claims
 - Collection of information that creates one
 - How to submit
- Accessing reports



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Web Portal

Advantages

- Convenient, user-friendly and easily accessible
- Available 24 hours/7 days per week
- Quick response to claim entries
- Available anywhere internet can be accessed

Trading Partner

Question:

What is a Trading Partner (TP)?

Answer:

The organization or the provider the TP number is assigned to



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Trading Partner Administrator (TPA)

What is a TPA?

- Information security point of contact between Department and provider's office
- User appointed by organization or provider
- TPA's username assigned by State Security Administrator
 - Username begins with COTP, includes TP number, and ends with an "A"
(COTP123456A)

What does the TPA do?

- Tasks include assigning roles, adding/removing users
- CMAP Web Portal technical TPA should know exact duties of each user they add to the system
- This person should be readily available to users who access the Web Portal weekly



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Billing Agencies / Agents

- Do not have authority to request password resets for Web Portal User Names assigned to Providers
- Issued own Trading Partner ID for purposes of billing on behalf of provider
 - When calling help desk for password resets, be prepared to self-identify as individuals submitting claims on behalf of provider
- Department reserves right to revoke or suspend previously granted user access when security violations or fraudulent activity is suspected



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Web Portal Login Rules

- Only one valid login session can be open at a time
- For security, users are automatically logged-out after 30 minutes of inactivity
- Passwords
 - Are case-sensitive
 - Must be between 8 and 16 characters
 - Must contain at least one alphabetic and one numeric character
 - Cannot be re-used
- For login problems, use “I forgot my password” link on the log-in page or contact the TPA



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Policy & Financing

NEW! Department Website

The image shows a screenshot of the Colorado Department of Health Care Policy & Financing website. A purple circle with the number '1' and an arrow points to the address bar, which contains the URL <https://www.colorado.gov/hcpf>. A purple box also contains the text www.colorado.gov/hcpf. A purple circle with the number '2' and an arrow points to the 'For Our Providers' link in the navigation menu. The website header includes the Colorado state logo, the text 'Colorado The Official Web Portal', a 'Translate' button, and a search bar. The main content area features a navigation menu with links: Home, For Our Members, For Our Providers, and For Our Stakeholders. Below the navigation menu, there is a banner stating: 'We administer Medicaid, Child Health Plan Plus, and other health care programs for Coloradans who qualify.' The main content area is divided into four columns: 'Explore Benefits' (with a magnifying glass icon), 'Apply Now' (with a checkmark icon), 'Find Doctors' (with a group of people icon), and 'Get Help' (with an information icon). At the bottom, there are two boxes: 'Feeling Sick?' (with a nurse icon) and 'Get Covered. Stay Healthy.' (with an umbrella icon). The 'Feeling Sick?' box includes the text 'For medical advice, call the Nurse Line: 800-283-3221'. The 'Get Covered. Stay Healthy.' box includes the text 'colorado.gov/health'.

1

<https://www.colorado.gov/hcpf>

2

For Our Providers

Home For Our Members For Our Providers For Our Stakeholders

We administer Medicaid, Child Health Plan Plus, and other health care programs for Coloradans who qualify.

Explore Benefits Apply Now Find Doctors Get Help

Feeling Sick? For medical advice, call the Nurse Line: 800-283-3221

Get Covered. Stay Healthy. colorado.gov/health



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Department of Health Care
Policy & Financing

NEW! Provider Home Page

Find what
you need
here


Contains important
information
regarding Colorado
Medicaid & other
topics of interest to
providers & billing
professionals



COLORADO

Department of Health Care
Policy & Financing

Web Portal Login Page



Department of Health Care Policy
and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

Colorado Medical Assistance Program Web Portal

Login

Access to this application is restricted to those who have been authorized by the Colorado Department of Health Care Policy and Financing. The department is tracking all users in the system and all uses of the system. All unauthorized activity will be prosecuted to the full extent of the law.

User Name:*

Password:*

[Login](#) [Change Password](#)

[I forgot my user name.](#)
[I forgot my password.](#)

System Status Message:
The Portal is currently available.

Colorado Department of Health Care Policy and Financing - 1570 Grant Street Denver, Colorado 80203-1818

Log-in to access Web Portal

Securely reset password or
request user name here

Web Portal Main Page

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CACP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

Welcome

Welcome to the Colorado Medical Assistance Program

Trading Partner ID-

Secure Web Portal

What's New!

All Colorado Medical Assistance Program Web Portal users must have their own **User Name** and **Password**. Sharing login information is prohibited. Trading Partner Administrators can create new users by selecting **Administration** → **User Maintenance** from the left-hand navigation menu. Please see the **Help** menu option, the **TPA User Guide**, and available training for more information.

Based on your access rights Training, User Guides, and Help may be available in the upper gray bar or via the menu buttons.

A Trading Partner Administrator's first task should be to set up the users for their Trading Partner. Locate the Administration button in the menu and select User Maintenance. Additional information can be found in the Training and the User Guides.

System Status Messages

Claims	Last week	First week
Mental Claims		
Professional Claims		
Institutional Claims		

Eligibility	Last Week	First Week

PAR	Last Week	First Week

How is the Portal working?

What's New

User Access dependent on roles assigned to user by TPA

Web Portal Main Page



Department of Health Care Policy
and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

Welcome

Welcome to the Colorado Medical Assistance Program

Trading Partner ID-

Secure Web Portal

Frequently Asked Questions

User Profile Maintenance ▶

BUS ▶

SAVE System

Eligibility ▶

Claims ▶

PAR ▶

File and Report Service ▶

Data Maintenance ▶

Medicaid Provider Lookup ▶

Code Set Maintenance ▶

Administration ▶

System Reports ▶

System Maintenance ▶

PORTAL MANAGER ▶

Web Portal Training ▶

Reset Login


(MMIS) Provider Data Maintenance ▶

What's New!

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System Status Messages



Claims	Last Week	First Week
Dental Claims		
Professional Claims		
Institutional Claims		

Eligibility	Last Week	First Week

PAR	Last Week

To assign roles to users, TPA must access Administration then User Maintenance

User Lookup Screen

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

User Lookup

User Name	Last Name	First Name

Page 1 of 1

Page [Go](#) [Print](#)

[\[Previous Page\]](#) [\[Next Page\]](#)

Search Criteria:

* * *

[Search](#) [Reset](#)

Add New User

User Name : [Add](#)

Lists User Names of those who have access under the assigned Trading Partner number

TPA may add, delete, update and change the user information

TPA may add a new user here

User Maintenance Screen

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

User Maintenance

Last Name: * First Name: *
Middle Initial:
☐ Suspended
☒ Session Locked
User Name: *
Password: Confirm Password:

Roles

Available:

RESTRICTED ADMIN
TRADING PARTNER ADMIN
ELIGIBILITY INQUIRY USER
CLAIMS USER
PARS USER
PROVIDER(MMIS)

Assigned: *

>
<

Login History:

Last Successful Login:
Last Password Change:
Failed Login Count:
Last Failed Login:

TPA assigns:

- user information
- Assign user roles

TPA can:

- un-suspend accounts
- Reset passwords

Restricted Admin:

- Limited authority
- Reset passwords
- Un-suspend accounts

User Roles

Understanding User Names and Roles” quick sheet

Lists differences
between TPA &
regular user

Includes a breakdown
of what each role of
users can do in Web
Portal

Available at colorado.gov/hcpf
Provider Services
Colorado Medical Assistance
Program Web Portal

MMIS Provider Data Maintenance Access

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CACP CPPC Old Age Pension HIPAA

Main Help Log Out

Welcome to the Colorado Medical Assistance Program

Secure Web Portal

Trading Partner ID-

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Claims	Last Week	First Week
Dental Claims		
Professional Claims		
Institutional Claims		

Eligibility	Last Week	First Week

PAR	Last Week	First Week

Based on your access rights Training, User Guides, and Help may be available in the upper gray bar or via the menu buttons.


A Trading Partner Administrator's first task should be to set up the users for their Trading Partner. Locate the Administration button in the menu and select User Maintenance. Additional information can be found in the Training and the User Guides.

(MMIS) Provider Data Maintenance (MMIS) Provider Data Maintenance

User Guide

To view, correct, verify or update provider's file maintained in MMIS, users must access **MMIS Provider Data Maintenance** then **MMIS Provider Data Maintenance**

MMIS Provider Inquiry Screen



The screenshot shows the MMIS Provider Inquiry screen. At the top is a blue header with the Colorado State seal on the left, the text "Department of Health Care Policy and Financing" in the center, and a mountain graphic on the right. Below the header is a navigation bar with links: "Related Sites:", "Provider Services", "CBMS", "CHP+", "CICP", "CPPC", "Old Age Pension", "HIPAA", "Main", "Help", and "Log Out". The main title "MMIS Provider Inquiry" is on the left. Below it are two input fields: "Provider ID: *" and "Tax ID/SSN: *", both with asterisks indicating required fields. A purple box highlights these fields, and a purple arrow points from this box to a callout box on the right. Below the input fields are "Submit" and "Cancel" buttons. At the bottom, there is a footer bar with the address "Colorado Department of Health Care Policy and Financing - 1570 Grant Street Denver, Colorado 80203-1818". Below this are links for "Contact Us:", "Help Desk", "DEPT. HOME", "HCPF Home", "StateHome", "Privacy Statement", and "Site Map".

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CICP CPPC Old Age Pension HIPAA

Main Help Log Out

MMIS Provider Inquiry

Provider ID: *

Tax ID/SSN: *

Submit Cancel

Colorado Department of Health Care Policy and Financing - 1570 Grant Street Denver, Colorado 80203-1818


Contact Us: Help Desk

DEPT. HOME HCPF Home - StateHome

Privacy Statement Site Map

Enter 8-digit Medicaid ID & either the Social Security or Federal Tax ID of provider to access MMIS information

MMIS Provider Information

 Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

MMIS Provider Information - Questions on your provider information should be directed to ACS at 1-800-237-0757

Provider ID: _____ Tax ID/SSN: _____ DBA: _____ Provider Name (Legal Name): _____ Status: ACTIVE Status Effective Date: _____
Medical Home Provider Effective Date: _____

National Provider Identifier: _____

Address and Publications | Medicare/License Information | Provider Affiliations | ACC Provider Opt-In/Opt-Out

Location Address (☐ Save to Portal)
(PO Box and intersections are not allowed)

Address*: _____
Suite # or C/O: _____
City*: _____
State*: CO Zip Code*: _____
County*: _____
Phone*: _____ Fax: _____

Billing Address (☐ Save to Portal)
(☐ Same as Location) (☐ Same as Mailing)

Address: _____
Suite # or C/O: _____
City: _____
State: _____ Zip Code: _____
County: _____
Phone: _____ Fax: _____

Mailing Address (☐ Save to Portal)
(☐ Same as Billing) (☐ Same as Location)

Address: _____
Suite # or C/O: _____
City: _____
State: _____ Zip Code: _____
County: _____
Phone: _____ Faxback: _____
Eligibility: _____

Publication Information

Current Media: NONE
Change Media To: _____
E-mail Address: _____

(Note: Updates that are not allowed can be performed by submitting a paper request form.)

National Provider Identifier (NPI) appears in NPI field if already registered in MMIS

- Any updates take approximately 24 hours

The user that has their email listed here will receive a link to the monthly bulletin

MMIS Provider Information



Department of Health Care Policy
and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

MMIS Provider Information - Questions on your provider information should be directed to ACS at 1-800-237-0757

Provider ID: _____ Tax ID/SSN: _____ Medical Home Provider Effective Date: _____ DBA: _____ Provider Name (Legal Name): _____ Status: ACTIVE Status Effective Date: _____

National Provider Identifier: _____

[Address and Publications](#) [Medicare/License Information](#) [Provider Affiliations](#) [ACC Provider Opt-In/Opt-Out](#)

Add/Del	Medicare ID	Begin Date	Type	License Number	End Date

Medicare ID: _____ Begin Date: _____ Type: _____

* *  *

[Add](#) [Remove](#)

Please contact Provider Services to update your license information.


[Print](#) [Submit](#) [Cancel](#)

(Note: Updates that are not allowed can be performed by submitting a paper request form.)

License information is presented as “view-only” and may not be updated through Web Portal

- Updates may be submitted to Fiscal Agent on paper

MMIS Provider Information



Department of Health Care Policy
and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

MMIS Provider Information - Questions on your provider information should be directed to ACS at 1-800-237-0757


Provider ID: _____ Tax ID/SSN: _____ DBA: _____ Provider Name (Legal Name): _____ Status: ACTIVE Status Effective Date: _____
Medical Home Provider Effective Date: _____

National Provider Identifier: _____

[Address and Publications](#) [Medicare/License Information](#) [Provider Affiliations](#) [ACC Provider Opt-In/Opt-Out](#)

Add/Del	Provider ID	Provider Name	Begin Date	End Date

Provider ID: _____ Begin Date: _____ End Date: _____

* *  **Add** * **Remove**


[Print](#) [Submit](#) [Cancel](#)

(Note: Updates that are not allowed can be performed by submitting a paper request form.)

View, add, or remove affiliations here

- Once Submitted, provider confirmation page appears
- Check provider error report in File and Report Service (FRS) for errors when necessary

ACC Provider Opt-In/Opt-Out

 Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

MMIS Provider Information - Questions on your provider information should be directed to ACS at 1-800-237-0757

Provider ID: _____ Tax ID/SSN: _____ Medical Home Provider Effective Date: _____

DBA: _____ Provider Name (Legal Name): _____ Status: ACTIVE Status Effective Date: _____

National Provider Identifier: _____

[Address and Publications](#) [Medicare/License Information](#) [Provider Affiliations](#) **ACC Provider Opt-In/Opt-Out**

[View PCMP State Contract](#)

Opt-In as a PCMP Provider ☐ Opt-Out as a PCMP Provider ☐

RCCO Affiliation

Region 1 - Rocky Mountain Health Plans
Region 2 - Colorado Access
Region 3 - Colorado Access
Region 4 - Integrated Community Health Partners, LLC
Region 5 - Colorado Access
Region 6 - Colorado Community Health Alliance
Region 7 - Community Health Partnership

Region 1 - Rocky Mountain Health Plans
Region 2 - Colorado Access
Region 3 - Colorado Access
Region 4 - Integrated Community Health Partners, LLC
Region 5 - Colorado Access
Region 6 - Colorado Community Health Alliance
Region 7 - Community Health Partnership

[Accept Selections](#) [Reset](#)

(Note: If you choose to Opt-In as a PCMP Provider, PCMP Agreement will be required)

[Print](#) [Submit](#) [Cancel](#)

(Note: Updates that are not allowed can be performed by submitting a paper request)

Make selections to become a PCMP with ACC Program

- Allows provider to partner with different RCCOs and serve members in ACC Program
- Elect to affiliate with RCCOs
 - Required to electronically sign contract
- Opt to remove affiliation with RCCO

Provider Maintenance Access

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

Welcome to the Colorado Medical Assistance Program

Trading Partner ID- Secure Web Portal

What's New!

All Colorado Medical Assistance Program Web Portal users must have their own **User Name** and **Password**. Sharing login information is prohibited. Trading Partner Administrators can create new users by selecting **Administration** → **User Maintenance** from the left-hand navigation menu. Please see the **Help** menu option, the **TPA User Guide**, and available training for more information.

System Status Messages

Claims	Last Week
Dental Claims	
Professional Claims	
Institutional Claims	
Eligibility	Last Week
PAR	Last Week

Data Maintenance

- Client Maintenance
- Provider Maintenance**
- User Guide

A Trading Partner Administrator's first task should be to set up the users for their Trading Partner. Locate the Administration button in the menu and select User Maintenance. Additional information can be found in the Training and the User Guides.

Add all billing and rendering providers associated with TP ID here

- This information is required before submitting claims

Provider Lookup Screen

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

Provider Lookup

Provider ID	Type	Name

Page 1 of 1 Page
[\[Previous Page\]](#) [\[Next Page\]](#)

Search Criteria:

* * *

Add New Provider

Provider ID:

Lists Provider Names of those who have access under the assigned Trading Partner number

- TPA may add, delete, update & change the user information

TPA may add a new provider here

Provider Maintenance Screen

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

Provider Maintenance

Provider ID:

Type: * ☒ Individual ☐ Organization

Last Name: * First Name: *

Organization Name:

Provider Identifier

If required, please enter the National Provider Identifier

ID Qualifier: * ID: *

Note: Address, City, State and Zip Code are required when the Provider is Billing or Service Facility

Categories: ☒ Billing ☐ Service Facility

Address: *

City: *

State: * Zip Code: *

If required to bill using an NPI, the NPI must be used as the ID Qualifier

When adding a **billing** provider in your database, be sure the “billing” box is checked

- Each provider must be added one at a time

Eligibility Inquiry Access

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CACP CPPC Old Age Pension HIPAA

Main Help Log Out

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Based on your access rights Training, User Guides, and Help may be available in the upper gray bar or via the menu buttons.

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System Status Messages

Claims	Last Week
Dental Claims	
Professional Claims	
Institutional Claims	

Eligibility	Last Week

PAR	Last Week	First Week

To submit an interactive eligibility request or a Batch Eligibility Inquiry, users must access **Eligibility** then either **Eligibility Inquiry** or **Batch Eligibility Inquiry**

Eligibility Inquiry and Verification (270)

The screenshot shows the web interface for the Colorado Department of Health Care Policy and Financing. The header includes the state seal and navigation links. The main form is titled "Client Eligibility Inquiry and Verification" and contains several sections: "Provider ID" (with a dropdown menu), "Service Type Code" (with a dropdown menu), "From DOS" and "Through DOS" (with date pickers), "Client Detail" (with fields for State ID, DOB, Last Name, First Name, and SSN), and a "Submit" button. A purple box highlights the "Provider ID" dropdown, and a purple arrow points from it to a text box on the right. Another purple box highlights a list of criteria for identifying a client, and a purple arrow points from it to a text box on the right.

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CACP CPPC Old Age Pension HIPAA

Main Help Log Out

Client Eligibility Inquiry and Verification

Provider ID:

Service Type Code: * 30 Health Benefit Plan Coverage

From DOS : *

Through DOS : *

Client Detail

State ID:

DOB:

Last Name:

First Name:

SSN:

To identify the client for an eligibility inquiry, at least one of the following combinations of data must be entered:

- a. State ID and DOB (Preferred Criteria)
- b. Last Name, First Name, and DOB
- c. SSN, Last Name, and First Name
- d. SSN and DOB

Submit Cancel Reset

Users should check a members eligibility using the Billing Provider ID

There are different scenarios for conducting a search

- Fields noted with "*" are required

Eligibility Request Response (271)

[Print](#) [Return To Eligibility Inquiry](#)

Eligibility Request

Provider ID: National Provider ID
From DOS: Through DOS
Client Detail
State ID: DOB:
Last Name: First Name:

Client Eligibility Details

Eligibility Status: **Eligible**
Eligibility Benefit Date: 04/06/2011 - 04/06/2011
Guarantee Number: **111400000000**
Coverage Name: Medicaid

PREPAID HEALTH PLAN OR ACCOUNTABLE CARE COLLABORATIVE

Eligibility Benefit Date: 04/06/2011 - 04/06/2011
Messages:

CO MEDICAL ASSISTANCE

Response Creation Date & Time: 05/19/2011

Contact Information for Questions on Response
Provider Relations Number: 800-237-0751

Requesting Provider
Provider ID:
Name:

Client Details
Name:
State ID:

MHPROV Services

Provider Name:
COLORADO HEALTH PARTNERSHIPS LLC

Provider Contact Phone Number:
800-804-5008

Information appears in sections:

- Requesting Provider, Member Details, Member Eligibility Details, etc.
- Use scroll bar on right to view details

Successful inquiry notes a Guarantee Number:

- Print copy of response for member's file when necessary

Reminder:

- Information received is based on what is available through the Colorado Benefits Management System (CBMS)
- Updates may take up to 72 hours



Member Maintenance Access

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CACP CPPC Old Age Pension HIPAA

Main Help Log Out

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System Status Messages

Claims Last Week

Dental Claims

Professional Claims

Institutional Claims

Eligibility Last Week

PAR Last Week

Left-hand navigation menu:

- Frequently Asked Questions
- User Profile Maintenance
- BUS
- SAVE System
- Eligibility
- Claims
- PAR
- File and Report Service
- Data Maintenance**
- Medicaid Provider Lookup
- Code Set Maintenance
- Administration
- System Reports
- System Maintenance
- PORTAL MANAGER
- Web Portal Training
- Reset Login
- (MMIS) Provider Data Maintenance

Client Maintenance

Provider Maintenance

User Guide

rights Training, User Guides, and Help may be gray bar or via the menu buttons.

A Trading Partner Administrator's first task should be to set up the users for their Trading Partner. Locate the Administration button in the menu and select User Maintenance. Additional information can be found in the Training and the User Guides.

Choose Data Maintenance then Client Maintenance to update, delete, or make changes to member information

- Changes do not effect MMIS or CBMS

Member Lookup Screen

The screenshot shows the 'Member Lookup' interface. At the top is a blue header with the Colorado state seal on the left, the text 'Department of Health Care Policy and Financing' in the center, and a mountain graphic on the right. Below the header is a navigation bar with links: 'Related Sites: Provider Services CBMS CHP+ CACP CPPC Old Age Pension HIPAA', and 'Main Help Log Out'. The main content area is titled 'Client Lookup'. It features a table with five columns: 'State ID' (with a link icon), 'Last Name', 'First Name', 'SSN', and 'Date of Birth'. The table is currently empty. Below the table are pagination controls: 'Page 1 of 1', a 'Page' input field with '1', a 'Go' button, a 'Print' button, and links for '[Previous Page]' and '[Next Page]'. Below the pagination is a 'Search Criteria:' section with three input fields: the first contains 'State ID', the second contains 'Equals', and the third is empty. To the right of these fields are 'Search' and 'Reset' buttons. At the bottom left is an 'Add New Client' section with a 'State ID:' label, an input field, and an 'Add' button. Two purple arrows point from the table and the 'Add' button to callout boxes on the right.

State ID	Last Name	First Name	SSN	Date of Birth

Page 1 of 1 Page Go Print [\[Previous Page\]](#) [\[Next Page\]](#)

Search Criteria:
* * *
Search Reset

Add New Client
State ID: Add

Member is automatically added to provider's Member Database when a successful eligibility inquiry is processed

TPA may add a new member here

Member Maintenance Screen

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

Client Maintenance

State ID: * DOB: *

Last Name: * First Name: *

Middle Initial:

SSN: Gender:

Patient Account Number: Medicare Number:

Address: *

City: *

State: * Zip Code: *

Successful eligibility inquiry adds member's information, with exception of Patient Account # (assigned by provider)

Claims Submission 837P

Who completes the 837P?

HCBS/Waiver
providers

Vision providers

Physicians

Supply providers

Surgeons

Transportation
providers

Professional Claim Access

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CACP CPPC Old Age Pension HIPAA

Main Help Log Out

Welcome to the Colorado Medical Assistance Program

Secure Web Portal

Trading Partner ID-

What's New!

All Colorado Medical Assistance Program Web Portal users must have their own **User Name** and **Password**. Sharing login information is prohibited. Trading Partner Administrators can create new users by selecting **Administration** → **User Maintenance** from the left-hand navigation menu. Please see the [TPA User Guide](#), and available training for

System Status Messages

Claims Last Week First Week

Dental Claims

Professional Claims

Institutional Claims

Eligibility Last Week

PAR Last Week First Week

Choose Professional option under Claims on main menu to submit 837P claim

Professional Claim Lookup Screen

The screenshot shows the 'Professional Claim Lookup' interface. At the top is the Colorado Department of Health Care Policy and Financing header with navigation links. Below is a table with columns: State ID, Claim Status, Client Name, Date Of Serv, Prov ID, PAR ID, Total Charge, Entry Date, and Orig/Adj. A purple box highlights the table and the 'Page 0 of 0' indicator. A purple arrow points from the 'Orig/Adj' column to a callout box. Below the table are buttons for Edit, Copy, Delete, View/Print, Adjustment, ClaimStatus, and View Claim Response. A search criteria section includes dropdowns for State ID and Entry Date, and radio buttons for search operators. A red note states: 'Claims older than 2 years by Date of Submission are regularly purged from the system.' At the bottom, a purple box highlights the 'Add New Professional Claim/Adjustment' section, which contains an 'Add New Claim' button and an 'Adjustment' checkbox. A purple arrow points from this section to another callout box.

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CACP CPPC Old Age Pension HIPAA

Main Help Log Out

Professional Claim Lookup

State ID	Claim Status	Client Name	Date Of Serv	Prov ID	PAR ID	Total Charge	Entry Date	Orig/Adj

default result set based on the last 120 days of Date of Entry

Page 0 of 0

Page Go Print

[Previous Page](#) [Next Page](#)

Edit Copy Delete View/Print Adjustment ClaimStatus View Claim Response

Search Criteria:

* State ID * Equals

* Entry Date From: Through:

Claims older than 2 years by Date of Submission are regularly purged from the system.

Search Reset

Add New Professional Claim/Adjustment

Add New Claim ☐ Adjustment ☐

Check Status Of Claims:

Claims Status Request

Choose the **Copy** or **Adjustment** button to add or adjust claims shown on grid

To submit a new claim, choose **Add New Claim** button

- Check the **Adjustment** box to adjust claims not shown on grid

Member's Info Tab

Client's Info | Claim Info | Other Insurance Info | Detail Line Items | Transportation Info | Errors

Professional Claim

Client's Information

State ID : * Last Name : * First Name : * MI :

Street Address : City : State : Zip :

DOB : * Gender : * Patient Account Number : *

Claim Submission Type

Claim TCN : Adjustment TCN : Frequency Type Code : *

Billing Provider Information If required, please add the National Provider Identifier to the provider's maintenance record.

Provider ID : * National Provider Identifier : Taxonomy Code : CLIA Number :

Signature on File : * ☐ Y ☐ N Release of Information : *

Other Provider Information If required, please provide the National Provider Identifier.

Service Facility Provider ID : Service Facility National Provider Identifier :

Street Address : City : State : Zip :

Supervising Provider ID : Supervising National Provider Identifier :

Client's Info | Claim Info | Other Insurance Info | Detail Line Items | Transportation Info | Errors

Save Save & Exit Submit Cancel Reset

Enter new or adjusted claim data on this screen

Frequency Type Code always set to original when submitting new claims

CLIA Number for laboratory claims, CLIA Number can now be entered here or on **Detail Line Items** tab

Clinical Laboratory Improvement Amendments (CLIA) Field

- CLIA Number only needs to be entered once if related to all procedure codes for the claim
- For multiple CLIA Numbers for multiple procedure codes, continue entering on Detail Line Items tab for each claim detail line
- New field validation ensures CLIA Number entered using following format: “99D9999999”
- As of July 1, 2011, failure to submit correct CLIA Number with claim will result in claim denial

Claim Info Tab

Client's Info Claim Info Other Insurance Info Detail Line Items Transportation Info Errors

Professional Claim

Claim Information

Accident Information

Related Cause Code : Accident Date :

Related Cause Code :

Claim Data

Pregnancy Indicator : ☐ Y ☐ N Prior Auth Number : Illness/First Symptom Date :

Special Program Indicator : EPSDT Referral Given ? ☐ Y ☐ N EPSDT Condition Ind :

Dis 1 : Dis 2 : Dis 3 : Dis 4 :

Claim Notes /LBOD :

Note Reference Code :

Delay Reason Code :

Client's Info Claim Info Other Insurance Info Detail Line Items Transportation Info Errors

Save Save & Exit Submit Cancel Reset

Document the Late Bill Override Date (LBOD) on this tab

- You must choose a Note Reference and Delay Reason Code if using the Claim Notes / LBOD field

Other Insurance Info Tab

Client's Info	Claim Info	Other Insurance Info	Detail Line Items	Transportation Info	Errors
Professional Claim					
<div> <div> Other Insurance Information Other Insurance Coverage:* None None Medicare TPL - Third Party Liability Both - indicates Medicare and TPL coverage </div> <div> Insured's Information Last Name: <input type="text"/> First Name: <input type="text"/> </div> <div> Client Relationship to Insured: </div> </div> <div> Insurance Information Company Name: <input type="text"/> Claim Filing Indicator: Policy or Group Number: <input type="text"/> Member ID: <input type="text"/> Amount Insurance Paid: \$ <input type="text"/> Date Insurance Paid/Denied: <input type="text"/> </div> <div> Medicare Information Medicare ID: <input type="text"/> Paid Date: <input type="text"/> Amount Paid: \$ <input type="text"/> Coinsurance: \$ <input type="text"/> Deductible: \$ <input type="text"/> </div>					
<div> <div>Client's Info</div> <div>Claim Info</div> <div>Other Insurance Info</div> <div>Detail Line Items</div> <div>Transportation Info</div> <div>Errors</div> </div> <div> <div>Save</div> <div>Save & Exit</div> <div>Submit</div> <div>Cancel</div> <div>Reset</div> </div>					

- None (default)

- None (default)
- Medicare
- One TPL
- Two TPLs
- Medicare and one TPL

Detail Line Item Tab

Client's Info | Claim Info | Other Insurance Info | **Detail Line Items** | Transportation Info | Errors

Professional Claim

Total Charge: \$ *

Detail Line Items If required, please provide the National Provider Identifier.

From DOS: *

Through DOS: *

Place of Service: *

Procedure Code: *

NDC:

Modifiers:

CLIA Number:

Units of Service: *

Anesthesia Minutes:

Charge Amount: \$ *

Rendering Provider ID:

Rendering National Provider Identifier:

Rendering Taxonomy Code:

Referring Provider ID:

Referring National Provider Identifier:

Emergency Indicator: * ☐ Y ☐ N

Family Planning Indicator: * ☐ Y ☐ N

Are these services a follow-up to an EPSDT screening: * ☐ Y ☐ N

Diagnosis Indicator: *

ADD LINE ITEM UPDATE LINE ITEM DELETE LINE ITEM

LI	From DOS	Through DOS	POS	Proc	NDC	M1	M2	M3	M4	Anesthesia Minutes	CLIA Number	Units	Charge Amt	Rendering	Referring	ER	D1	D2	D3	D4	Family Plan	EPSDT
Number Of Line Items : 0																						
Total Amount : 0																						
<input type="checkbox"/> Check here to accept the Terms and Conditions																						

Client's Info | Claim Info | Other Insurance Info | **Detail Line Items** | Transportation Info | Errors

Save Save & Exit Submit Cancel Reset

Total Amount for claim automatically calculated

- The **Total Charge** field (top left corner) must be the same amount
- Each line item is the **Charge Amount**

Before submitting claim, must check the **Terms and Conditions** box



Transportation Info Tab

Client's Info | Claim Info | Other Insurance Info | Detail Line Items | **Transportation Info** | Errors

Professional Claim

Transportation Information

Transportation Certification : * ☐ Y ☒ N

Certification Condition Indicator : * ☐ Y ☐ N

Condition Indicator : *

Transport Distance : * Ambulance Transport Reason Code : *

Client's Info | Claim Info | Other Insurance Info | Detail Line Items | **Transportation Info** | Errors

Save Save & Exit Submit Cancel Reset

The Transportation Info tab should be completed only when emergency transportation is provided

Note: Hospital-based transportation is billed using 837I format

Errors Tab

Client's Info | Claim Info | Other Insurance Info | Detail Line Items | Transportation Info | **Errors**

Professional Claim

Data Validation Errors

Service Line #	Code	Description
0	2013	Patient's Account Number must be entered.
0	2018	Billing Provider ID must be entered.
0	2020	Signature on File must be selected (Y or N)
0	2021	Release of Information must be selected.
0	2025	Pregnancy Indicator must be selected (Y or N)
0	2032	Primary Diagnosis must be entered.
0	2123	Total Charge must be entered.
0	2151	There must be at least one Detail Line on the claim.
0	2161	The Terms and Conditions on the Detail Line Items tab must be accepted.

PRINT

Client's Info | Claim Info | Other Insurance Info | Detail Line Items | Transportation Info | **Errors**

Save Save & Exit Submit Cancel Reset

Service Line # of 0 indicates an error exists on a tab **other than** the Detail Line Item tab

- If the error is related to a detail line item, the Service Line # will be a linked field, and clicking on it will take you to the tab with the error

Claims Status Inquiry Access

The screenshot displays the Colorado Medical Assistance Program Web Portal. At the top, the header includes the Colorado State Seal, the Department of Health Care Policy and Financing logo, and a navigation bar with links for Related Sites, Provider Services, CBMS, CHP+, CACP, CPPC, Old Age Pension, HIPAA, Main, Help, and Log Out. Below the header, the main content area is divided into three sections: Welcome, Trading Partner ID, and System Status Messages. The Welcome section contains a 'What's New!' announcement and a 'System Status Messages' section. The Trading Partner ID section contains a 'What's New!' announcement and a 'System Status Messages' section. The System Status Messages section contains a table with columns for Claims, Last Week, and First Week, listing Dental Claims, Professional Claims, Institutional Claims, Eligibility, and PAR. The 'Claims' menu item in the left-hand navigation menu is highlighted with a green box, and a green arrow points from it to the 'Claim Status Inquiry' option in the 'What's New!' section.

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CACP CPPC Old Age Pension HIPAA

Main Help Log Out

Welcome to the Colorado Medical Assistance Program

Trading Partner ID- Secure Web Portal

What's New!

All Colorado Medical Assistance Program Web Portal users must have their own **User Name** and **Password**. Sharing login information is prohibited. Trading Partner Administrators can create new users by selecting **Administration** → **User Maintenance** from the left-hand navigation menu. Please see the [Help menu](#) for the **TPA User Guide**, and available training for

System Status Messages

Claims	Last Week	First Week
Dental Claims		
Professional Claims		
Institutional Claims		
Eligibility	La	We
PAR	La	We

Navigation Menu:

- Frequently Asked Questions
- User Profile Maintenance
- BUS
- SAVE System
- Eligibility
- Claims**
- PAR
- File and Report Service
- Data Maintenance
- Medicaid Provider Lookup
- Code Set Maintenance
- Administration
- System Reports
- System Maintenance
- PORTAL MANAGER
- Web Portal Training
- Reset Login
- (MMIS) Provider Data Maintenance

What's New!

A Trading Partner Administrator's first task should be to set up the users for their Trading Partner. Locate the Administration button in the menu and select User Maintenance. Additional information can be found in the Training and the User Guides.

Choose **Claim Status Inquiry** to inquire about the status of any claim, even ones not submitted through the Web Portal (such as paper claims)

Claims Status Inquiry Access

The screenshot shows a web form for the Colorado Department of Health Care Policy and Financing. The header includes the state seal and navigation links. The form is divided into three main sections: Client Information, Provider Information, and Claim Information. Required fields are marked with a red asterisk (*).

Client Information :

State ID : *
Last Name : *
Gender :
DOB : *
First Name : *
Patient Account No : *

Provider Information :

Billing Provider ID:
Name : *
National Provider Identifier:

Claim Information :

TCN:
From DOS:
Through DOS:

To submit a Claim Status Request one of the following must be entered.
a. TCN
b. Dates of Service.

All fields noted with an “*”
are required
Refer to your Provider Claim
Report (PCR) for details
when necessary

File and Report Services Access

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CACP CPPC Old Age Pension HIPAA

Main Help Log Out

Welcome

Welcome to the Colorado Medical Assistance Program

Trading Partner ID- Secure Web Portal

What's New!

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System Status Messages

Claims Last Week First Week

Dental Claims

Professional Claims

Institutional Claims

Eligibility Last Week

PAR Last Week

File and Report Service View/Download Reports

Data Maintenance Download Batch Reports

Medicaid Provider Lookup User Guide

Code Set Maintenance

Administration

System Reports

System Maintenance

PORTAL MANAGER

Web Portal Training

Reset Login


(MMIS) Provider Data Maintenance

rights Training, User Guides, and Help may be available in the upper gray bar or via the menu buttons.

A Trading Partner Administrator's first task should be to set up the users for their Trading Partner. Locate the Administration button in the menu and select User Maintenance. Additional information can be found in the Training and the User Guides.

Choose View / Download Reports from the File and Report Service (FRS) option to access reports

File and Report Services Screen



Department of Health Care Policy
and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

File and Report Service

Enter Search Criteria

Hold "ctrl" key while clicking to select multiple report types

Report Types

- Colorado 271
- Colorado 820
- Colorado 835
- Colorado 997
- Provider Error Reports
- X12_270
- X12_270_Batch
- X12_276
- X12_278

Start Date :

End Date :

Report Listing was last refreshed at : 5/19/2011 3

The next refresh will be at : 5/19/2011 3

☐ Refresh the Report Listing now

Search

Please refer to the online FRS Training, User guide, and Help for functionality questions. If you are unable to retrieve reports/transactions from the FRS please contact ACS at 1-800-237-0757. For all other Web Portal issues call 1-888-538-4275

NOTE: Files bigger than 2 MB in size can only be downloaded in a Batch request. Please refer to the FRS User Guide for details.

Reports available for 60 days after posting

- \$2.00 charge per page applied for copies requested from fiscal agent
- Contact Fiscal Agent at 1-800-237-0757 for assistance

Medicaid Provider Lookup Access

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

Welcome Welcome to the Colorado Medical Assistance Program

Trading Partner ID- Secure Web Portal

What's New!

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System Status Messages

Claims	Last Week	First Week
Dental Claims		
Professional Claims		
Institutional Claims		

Eligibility	Last Week

PAR	Last Week

Medicaid Provider Lookup

Medicaid Provider Lookup


rights Training User Guides and Help may be gray bar or via the menu buttons.

User Guide

Administrator's first task should be to set up the users for their Trading Partner. Locate the Administration button in the menu and select User Maintenance. Additional information can be found in the Training and the User Guides.

Choose Medicaid Provider Lookup option on main menu to search for providers with specialties

Medicaid Provider Lookup Screen



Department of Health Care Policy
and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

Medicaid Provider Lookup

General Criteria:
Provider Type:
Provider's Last Name or Clinic
Name Begins With:
Location Criteria:
City:
State:
Zip:
County:

Specialty Criteria:

Adolescent Medicine
Adult Day Service
Allergy
Allergy, Pediatric
Anesthesiology
BI Adult Day Service
BI Assistive Technology
BI Behavioral Programming
BI Day Treatment
BI Indep Living Skills Train
BI Institutional Respite Care
BI Mental Health Counseling
BI Personal CarE Service
BI Respite Care
BI Substance Abuse Counseling
BI Supported Living Program

To
Select
Multiple
Specialties,
hold
down
the
Ctrl
key.

This lookup contains providers enrolled with Medicaid; it does not identify providers who are currently accepting new patients.

12 per page

Search

Reset

Search limited to Medicaid providers currently enrolled in Colorado Medical Assistance Program

Web Portal Support

- For all password resets & technical support
 - CGI Help Desk: 1-888-538-4275, option 1
 - helpdesk.HCG.central.us@cgi.com
- Missing TPA Welcome Letter?
 - Contact HCPF Security Administrators: 303-866-4473
- For Billing Questions
 - Contact Fiscal Agent Provider Services at 1-800-237-0757
 - Billing Instructions - choose Provider Services option on top grey menu bar
- End User Training
 - (online) - located in main menu
 - User Guides - located in main menu
 - Help Guide option - on upper grey menu bar & on each Web Portal page

Thank you!



COLORADO

Department of Health Care
Policy & Financing